PURPOSE

The purpose of the intake process with the Community Living disABILITY Services program is to:

- respond to initial requests or referrals for services in a timely manner;
- inform the individual about the mandate and eligibility criteria for the Community Living disABILITY Services program;
- gather additional information where required to verify the individual's eligibility for services; and
- determine whether the individual is eligible for services.

Note: Regional staff are obligated to determine eligibility and intervene as quickly as possible where an individual requires protection or is experiencing crisis. Refer to Crisis Intervention and Protection - Sections C111 and C99 respectively.

PROCESS

Intake begins with the receipt of a completed Application for Community Living disABILITY Services form. Any adult living with an intellectual disability may self-refer or be referred through other sources. Such sources may include but are not limited to:

- immediate or extended family members;
- friends or neighbours;
- advocates or volunteers;
- teachers or other instructors;
- physicians or other medical personnel;
- external social service agencies; or
- other departmental staff, such as Employment and Income Assistance, Child and Family Services, or Children's disABILITY Services staff.

Note: In keeping with the protocols for Transition Planning, a referral or request for services is accepted for an individual two years prior to their 18th birthday, where it is anticipated that the individual may require services from the Community Living disABILITY Services program as an adult.

Although the intake process may vary with individuals who are not adults at the time of intake, the same criteria are followed for the determination of eligibility (refer to Transition Planning - Section C166.2).

INITIAL RESPONSE

1. The referral is acknowledged to the referral source within 10 working days after receipt of the referral.

2. The Application for Community Living disABILITY Services form is reviewed to ensure that the following basic information is provided:

   - individual referred for services: name, address, birth date and phone number;
   - source of referral: name, phone number and relationship to the individual;
   - reason for referral or service being requested; and
   - eligibility documentation or reference to eligibility criteria.

3. An initial meeting is conducted in-person with the individual and others, as appropriate, where it appears from the referral information that the individual is eligible for services. The purpose of the contact is to:

   - explain the mandate and eligibility for the Community Living disABILITY Services program;
   - become familiar with the individual and their situation;
   - assess the immediacy of need for services;
   - discuss the Supports Intensity Scale interview;
   - explain the estimated time frames and activities involved in the intake process; and
   - explain the need for additional information and/or assessments to verify eligibility for service, if required.

4. Where appropriate at the time of initial contact, the following may be explained:

   - the mandatory nature of individual planning and the decisions that are necessary regarding planning (refer to Individual Planning - Section C66); and
   - the supports available through the Community Living disABILITY Services program as well as through other relevant programs and services.

DETERMINATION OF ELIGIBILITY

1. The Program Manager is responsible for the determination of the individual's eligibility for support services. To be eligible for services, the individual must be an adult (age 18 or over), and provide evidence of:

   - Manitoba residency (e.g., M.H.S.C. or S.A.H.S. card);
   - Canadian citizenship (e.g., S.I.N. card or birth certificate) or legal entitlement to permanently remain and work in Canada (e.g., permanent resident card);
   - significantly impaired intellectual functioning and impaired adaptive behaviour manifested prior to the age of 18 years (refer to Section C22, Eligibility); and
   - requiring assistance to meet their basic needs with regard to personal care and/or the management of their property (refer to Section C22, Eligibility).

2. Regional staff ensures the Release of Information to the Department of Families section of the Application for Community Living disABILITY Services form is signed by the applicant or the applicant's parent, legal guardian or Substitute Decision Maker, if necessary.

3. The Community Service Worker may conduct an assessment to determine the individual's need for supports.

4. For situations where eligibility is questionable, the Regional Program Manager will consult with the Department's Senior Psychologist, and if necessary, the Adult Disability Services branch and other relevant sources to determine eligibility. Clinical assessments must be conducted by a qualified clinician, (i.e., Registered or School Psychologist) (refer to Section C22, Assessment and Eligibility).

5. The individual or others, as appropriate, and the source of referral are informed in writing regarding eligibility or ineligibility within 10 working days after a formal decision has been made. The information to be provided in the letter is referenced under Eligible for Services and Ineligible for Services as follows.

ELIGIBLE FOR SERVICES

1. The letter of notification (refer to Appendix A for a sample letter) regarding eligibility notifies the individual that they are eligible for services and provides the name and telephone number of the assigned Community Service Worker.

2. The Community Service Worker assigned to the individual opens a file under the individual's full legal name (refer to Individual File Content Guidelines - Section 155.11) and:

   - ensures that the Determination of Eligibility form and all documentation verifying the individual's eligibility is filed in the individual's file; and
   - maintains the file in a manner that meets regional confidentiality guidelines (refer to Confidentiality - Section C155.3).

3. The Community Service Worker creates a profile for the individual in the inFACT system and ensures the file is up to date.

INELIGIBLE FOR SERVICES

1. The letter of notification (refer to Appendix B for a sample letter) regarding ineligibility includes:

   - the decision that the individual is assessed as ineligible for the Community Living disABILITY Services program;
   - an advisement that additional information to support eligibility can be provided to the

Department for consideration;

- information on the mediation and appeal process provisions under The Adults Living with an Intellectual Disability Act (refer to Section C122 and C133 of this manual respectively); and
- an advisement that any additional information, including a current clinical assessment, should be reviewed by the Department before application for appeal.

2. All documentation received, notification on ineligibility, and documentation on actions taken are filed under the individual's legal name. The file must be retained for two years in case the documentation is required for an appeal on the individual's eligibility for the Community Living disABILITY Services program (refer to Section C133). After the two years, the file may be disposed according to the applicable procedures (i.e., Provincial Records Authority Schedules). The Regional Administrative Officer is aware of these procedures and has access to the Records Authority Schedules.

3. The individual may be referred to more appropriate services with their consent.